

Package Update Guide

Unbabel for Service Cloud

Introduction

Unbabel is seamlessly integrated into Salesforce Service Cloud, delivering human-quality translations at speed.

In this document, we describe how you can update the Unbabel Apps for the latest versions.

Latest Packages

Latest package versions released.

Unbabel Connector

Installation URL

[your Salesforce Org URL]/[packaging/installPackage.apexp?p0=04t1n000002Guac](#)

Unbabel for Service Cloud

Installation URL

[your Salesforce Org URL]/[packaging/installPackage.apexp?p0=04t1v000002Gzll](#)

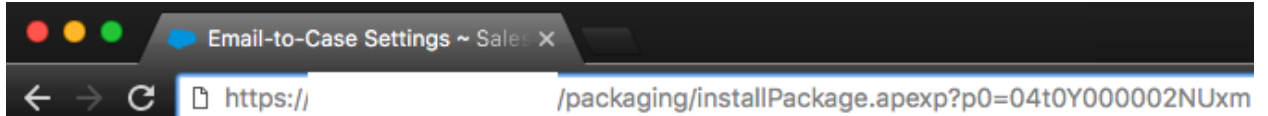
Steps

Please install the Apps by the correct order:

- **Unbabel Connector v1.53**
- **Unbabel Service Cloud v1.63**

For each package:

1. Copy the URL into a browser where you have already logged into the target Salesforce Org. Press the "enter" key.



2. After that select "Install for Admin Only", or the option that best suits your organization needs and perform the necessary steps to update the managed package.
3. As the last step please save the configuration in order to remain with the previous values.

Release Notes

Add skip to triggers on batch/future async transactions

To avoid errors when the triggers run on an async transaction. In this scenario the translations will not be triggered.

Add translation facade to allow using custom flows on automatic case/email translations

This can be used to request translations automatically based on any custom flow you may have in place. This can be used on:

- **Triggers**

On a trigger context you just need to invoke the method:

```
unbabelsc.UnbabelTranslationFacade.requestTranslations(List<Id> caseIds);
```

Then you just need to pass as an input the Case Ids to be translated.

- **Process Builders:**

On a process builder you just need to add an apex action with the apex class "Request Case/Email Translation" and add it on top of your custom logic:

Call Apex



Action Name *

Request Case/Email Translation

Apex Class *

Request Case/Email Translation

Set Apex Variables

Field *	Type *	Value *
caselds	Field Reference	[AgentWork].WorkItemId

Translations will be requested for the case description and the last email message of each case. If a valid input is passed like null or empty list we will throw an exception.

Please reach out to us if you have any custom flow where you would like to use automatic translations.